

FIGURE 1
(PRIOR ART)

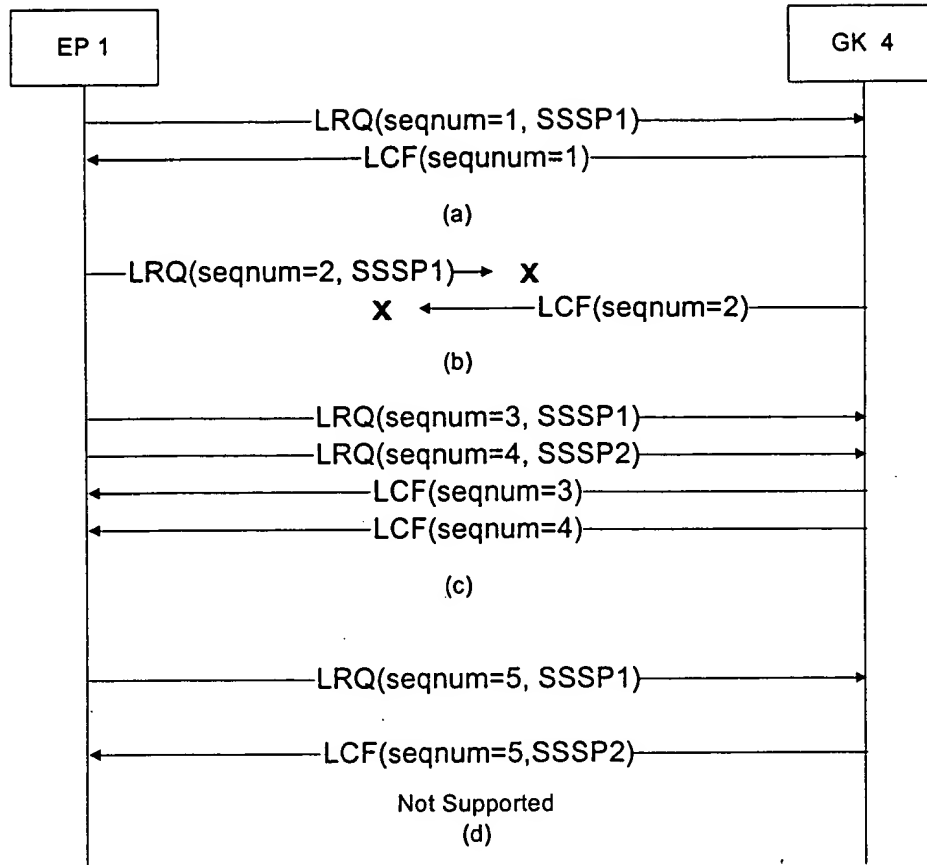


Figure 2

SCENARIO: MESSAGE W [REDACTED] G, GK 4 INFORMS EP2

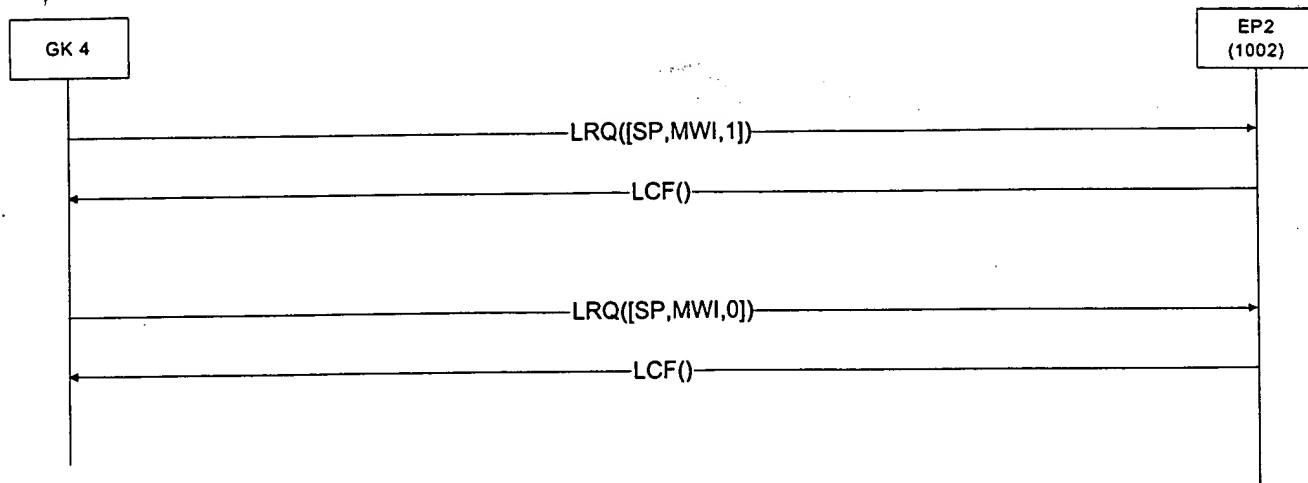


Figure 3

SCENARIO: EP2 PROVIDES TH... WITH MAINTENANCE DATA

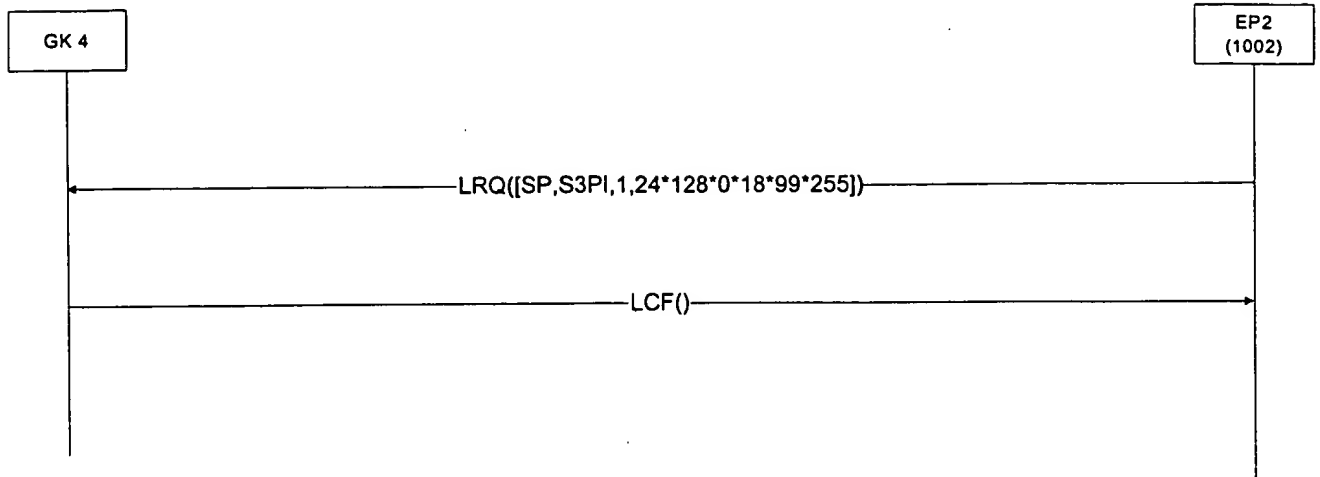


Figure 4

SCENARIO: ACD AG LOGIN/LOGOUT

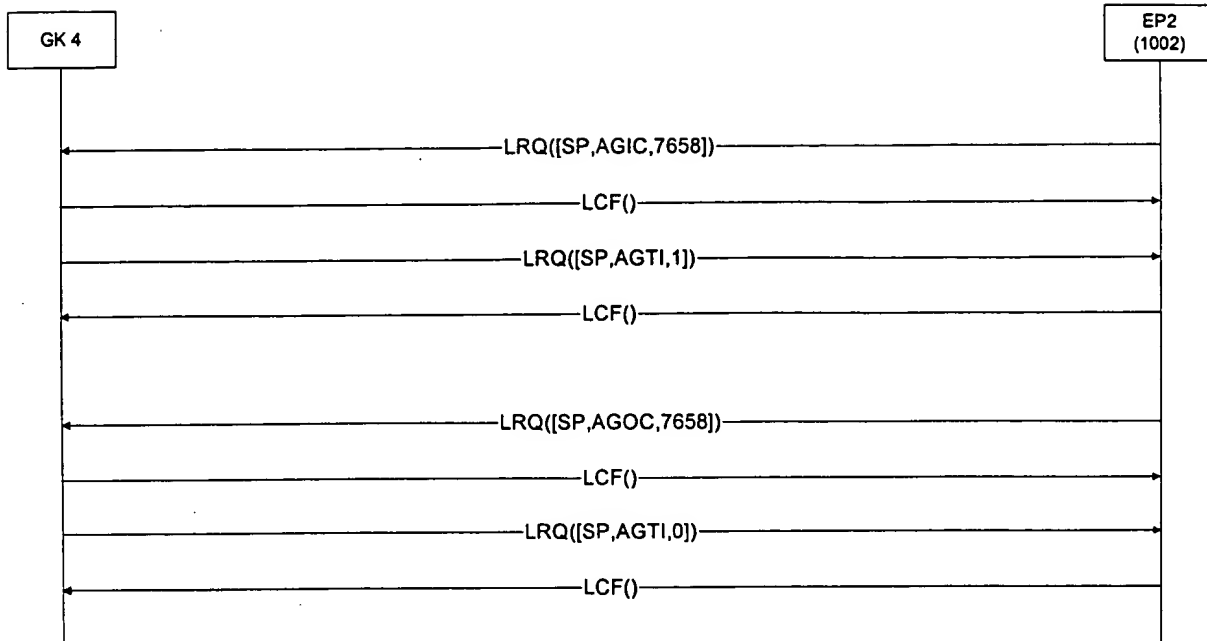


Figure 5

SCENARIO: S TAKE BUSY, SET DND, CANCEL WORK TIMER

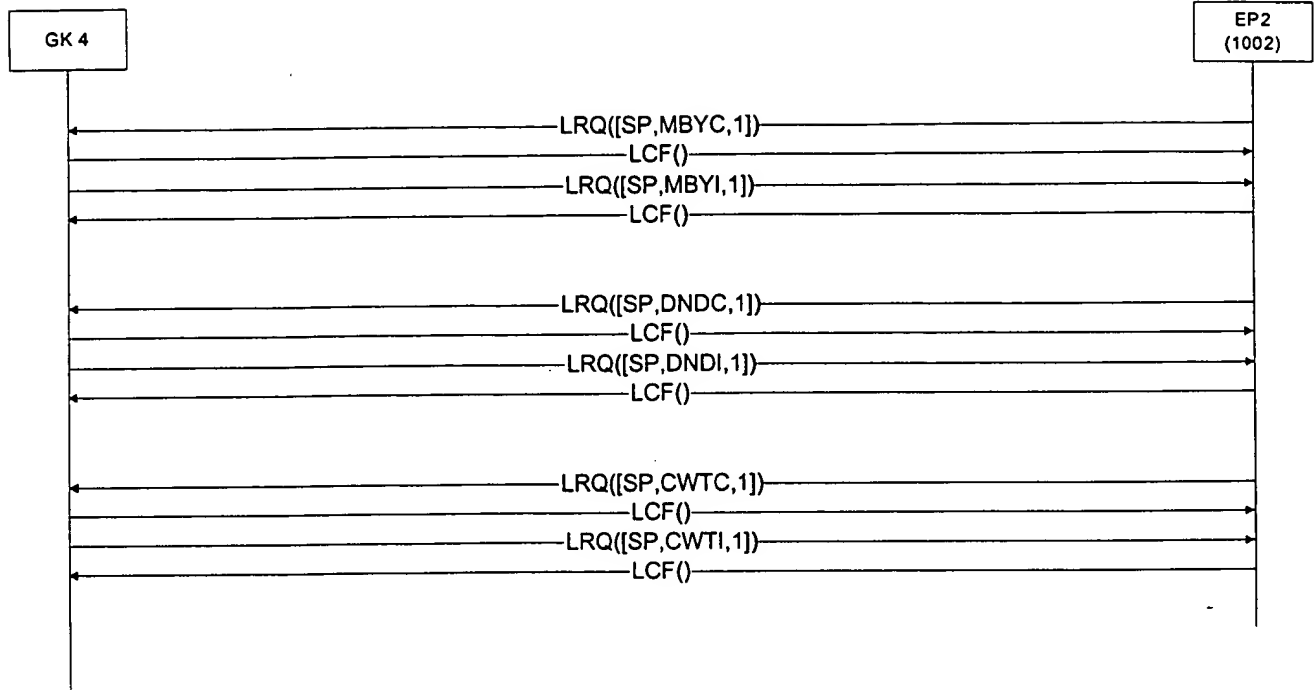


Figure 6

SCENARIO: DIS MAKE BUSY, SET DND, CANCEL WORK TIMER

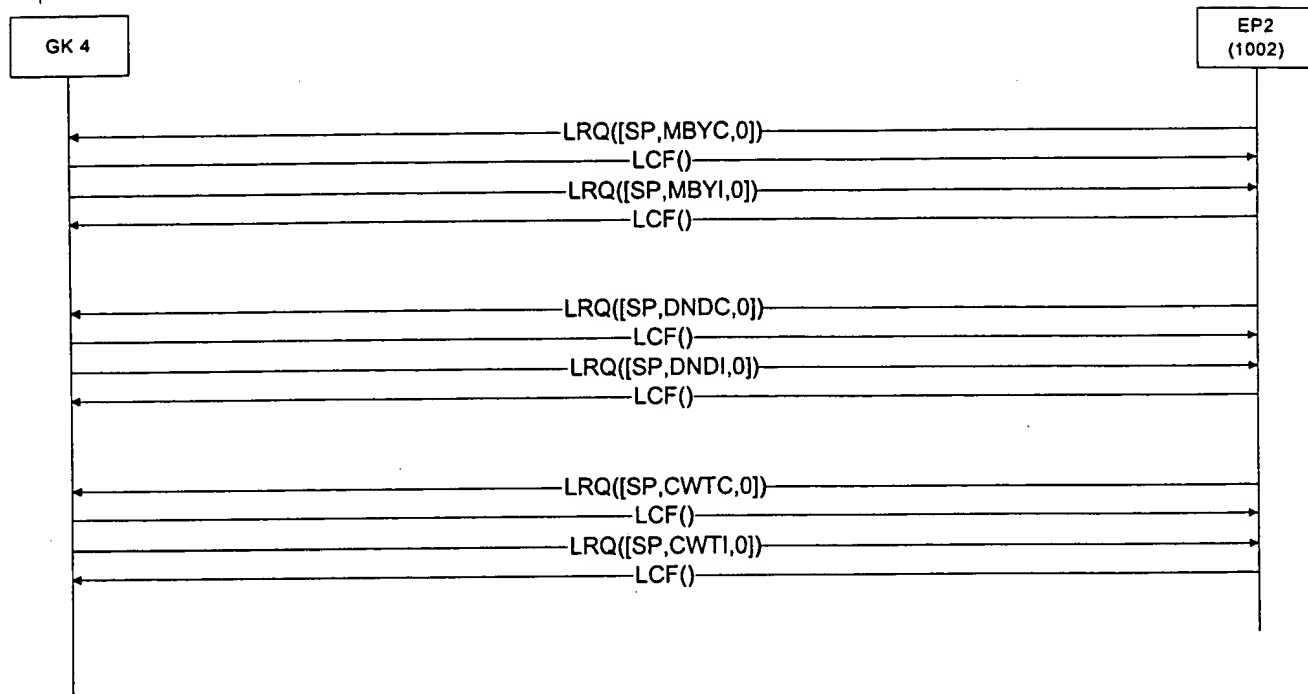


Figure 7

SCENARIO: UNPARK

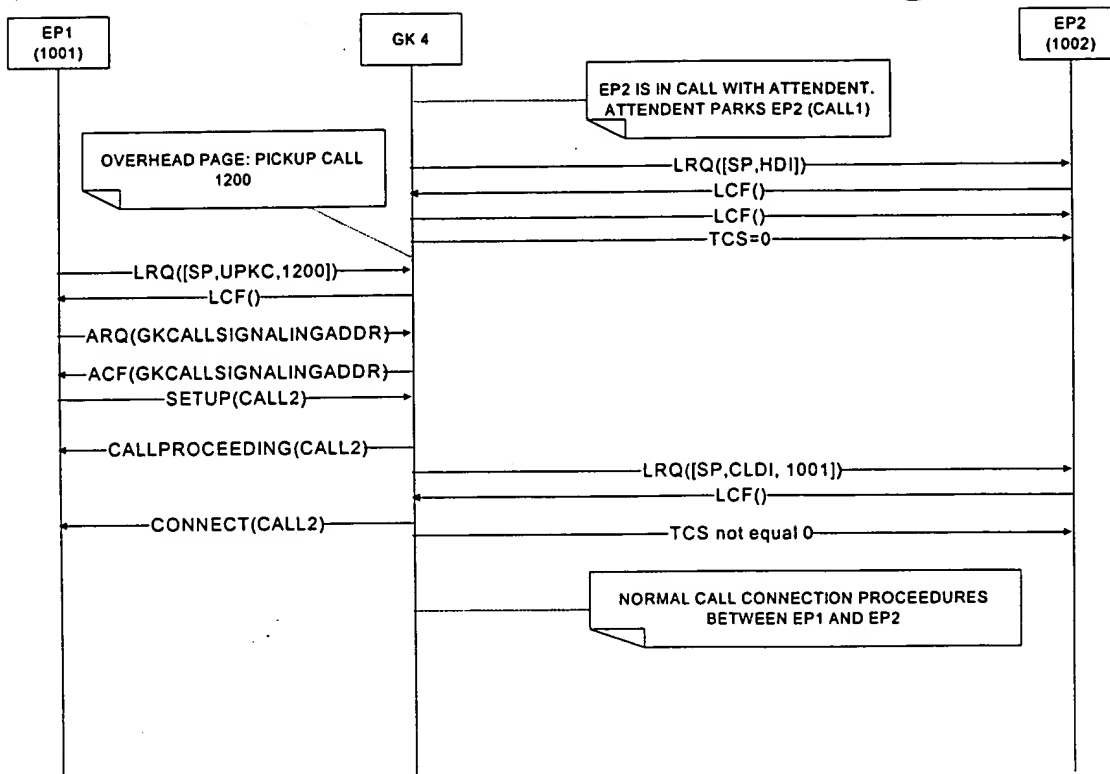


Figure 8

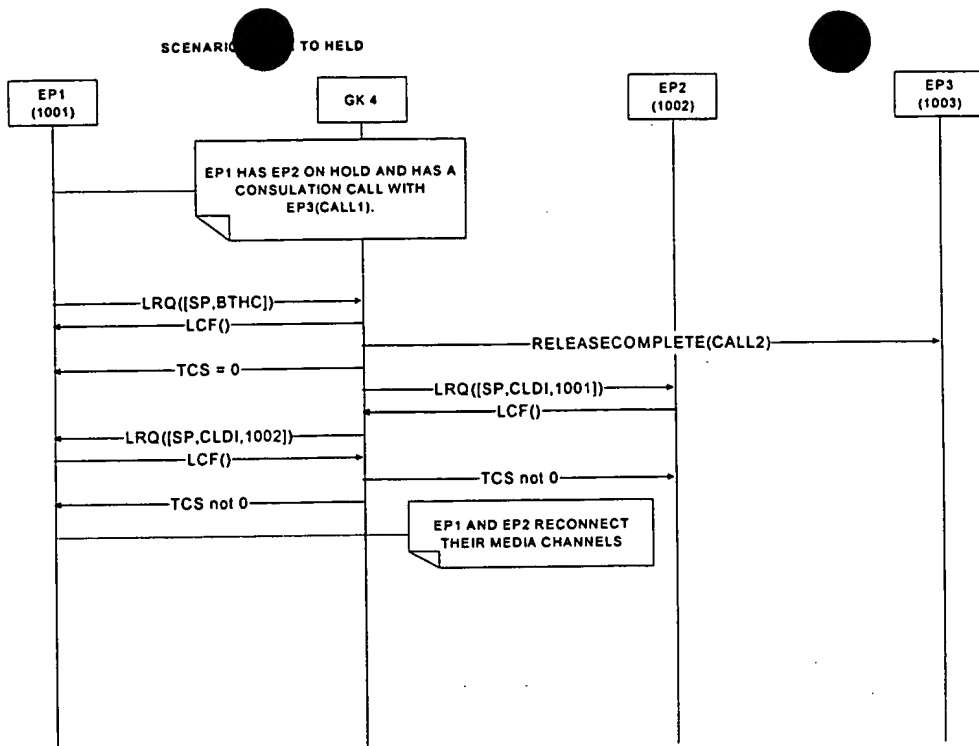


Figure 9

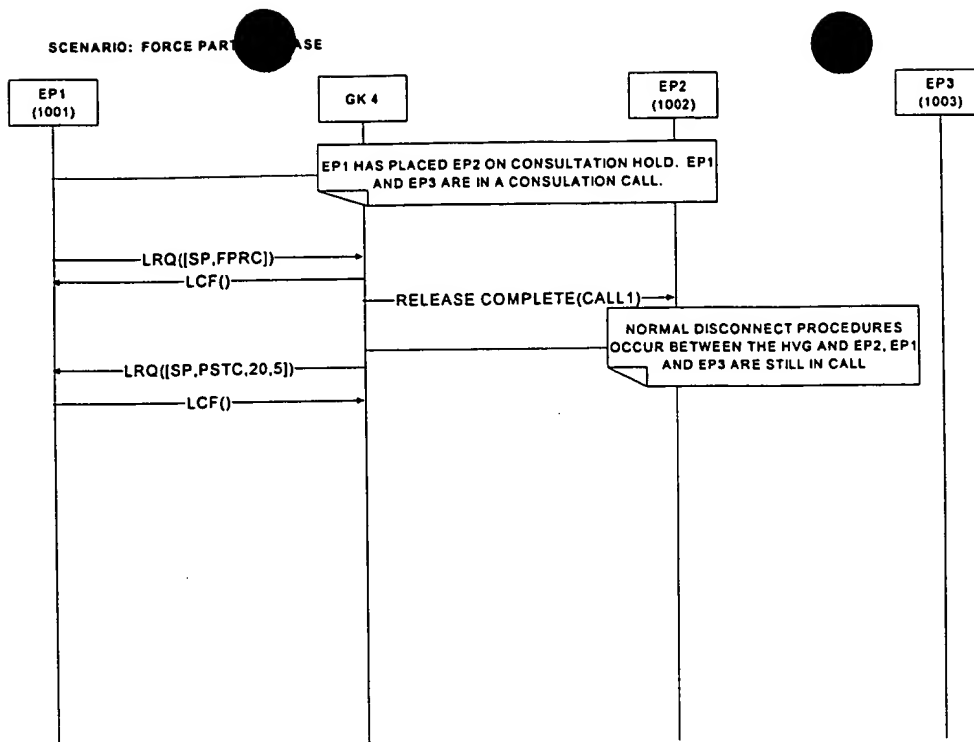


Figure 10

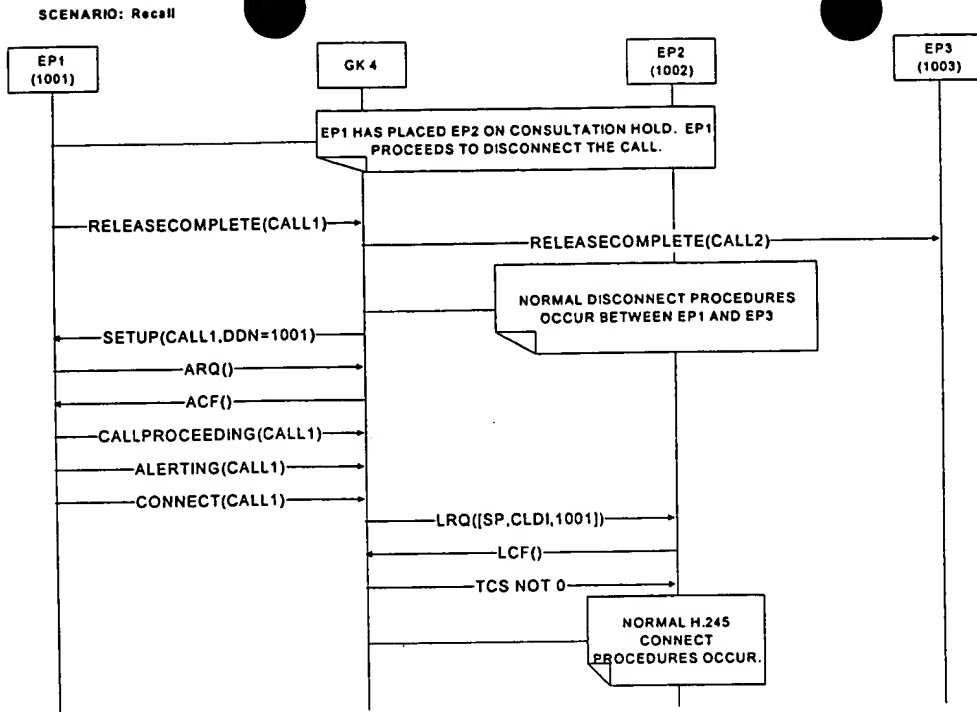


Figure 11

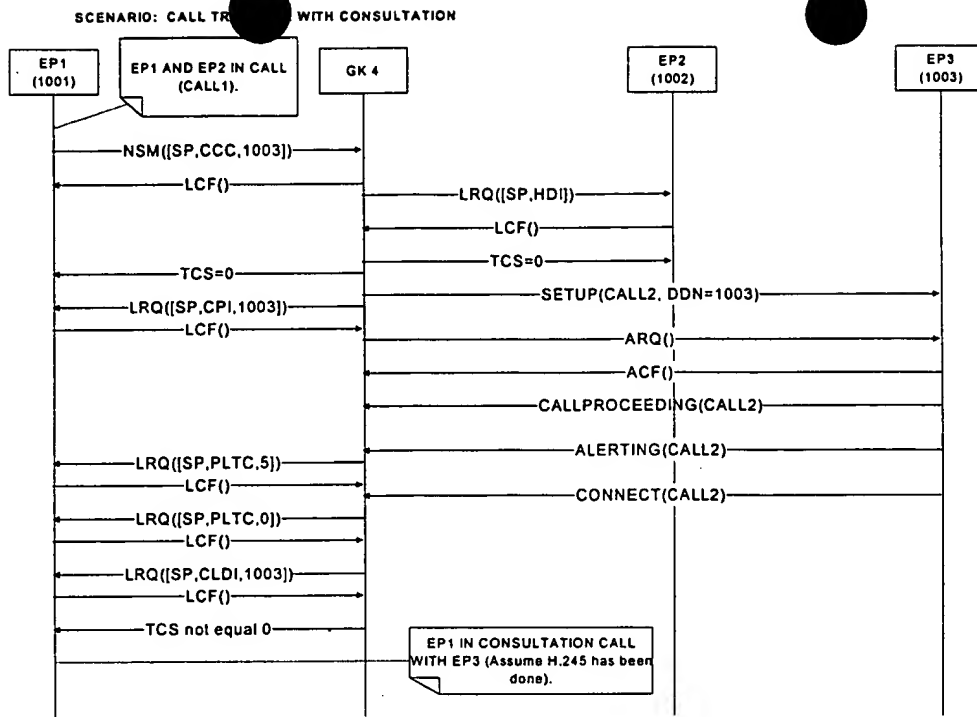


Figure 12

SCENARIO: CALL TRANSFER WITH CONSULATION

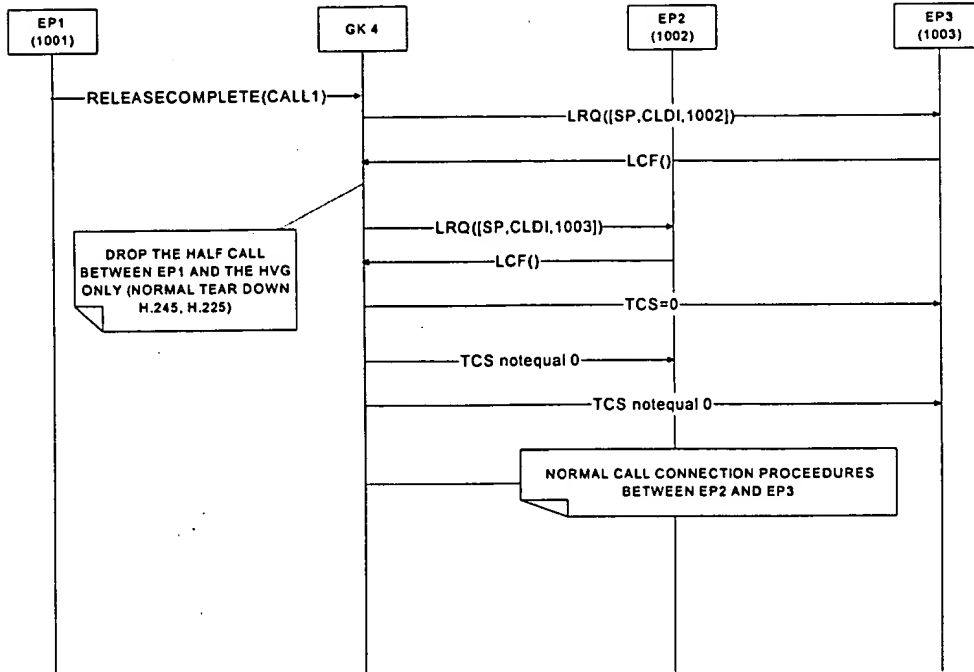


Figure 13

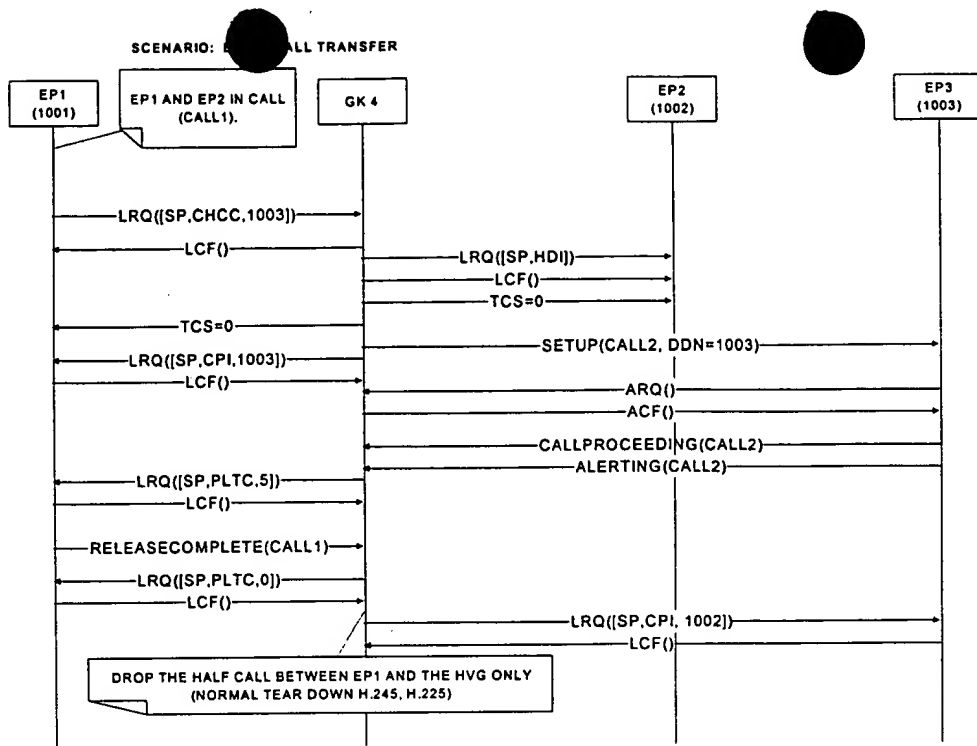


Figure 14

SCENARIO: BELL TRANSFER

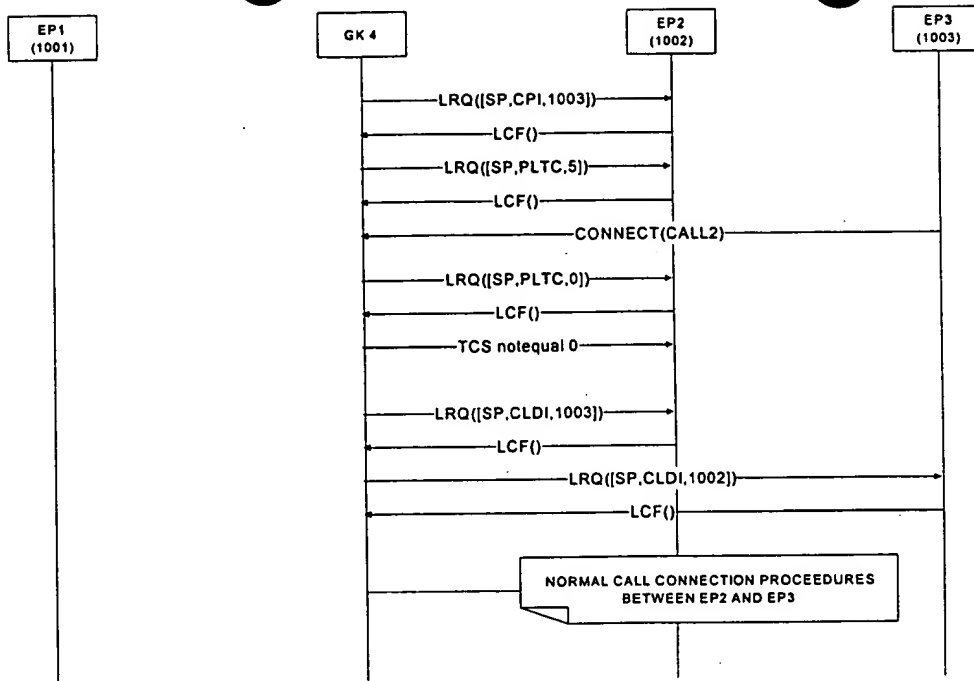


Figure 15

SCENARIO: CALL FOR [REDACTED] OS, BUSY, ALWAYS

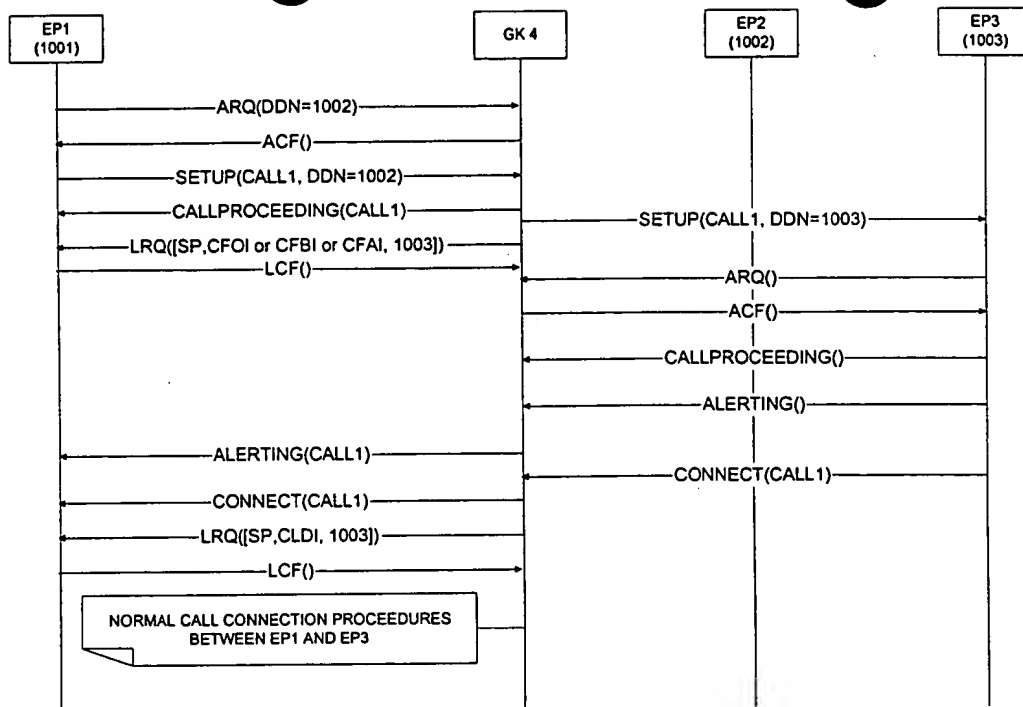


Figure 16

SCENARIO: CALL FORWARD ANSWER

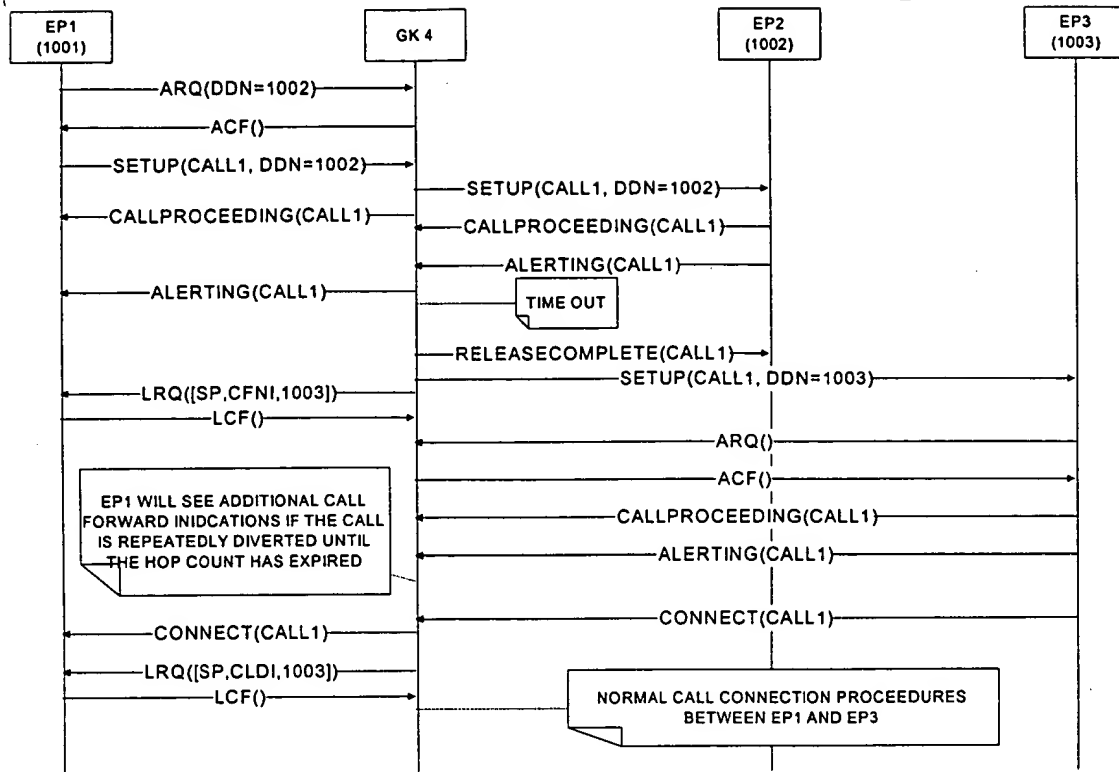


Figure 17

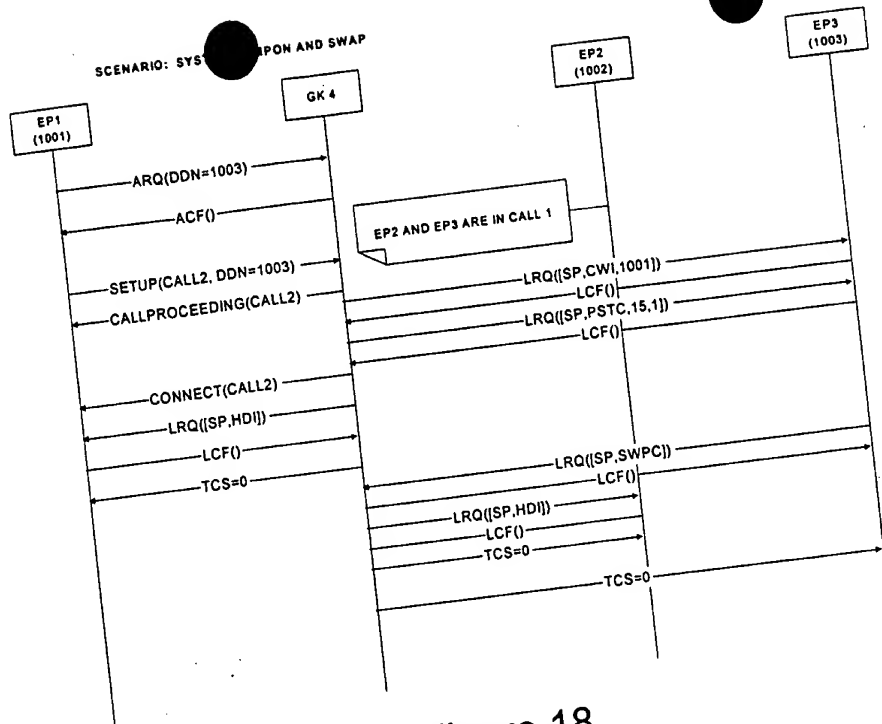


Figure 18

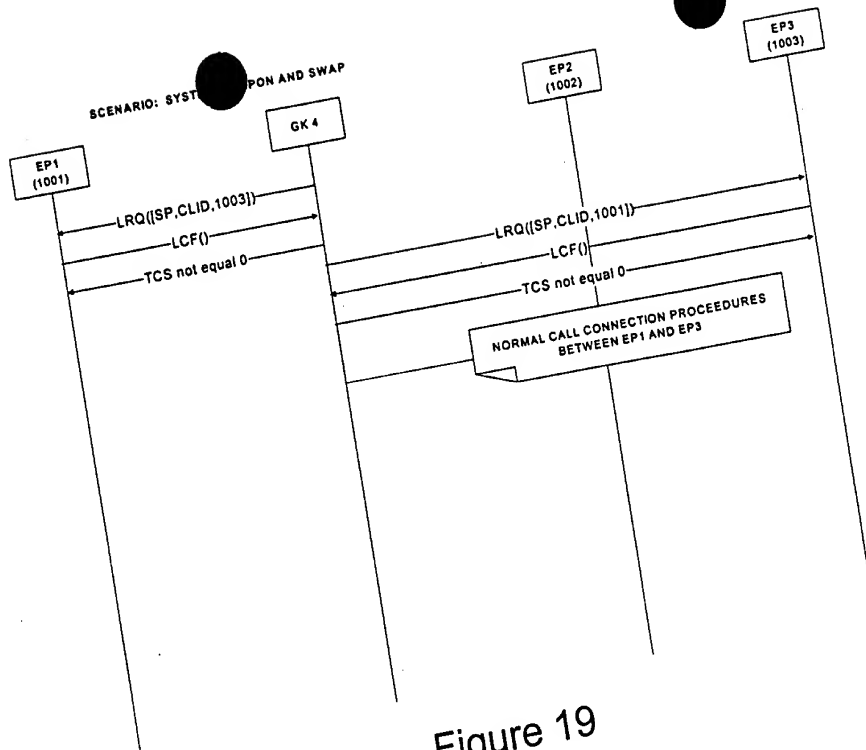


Figure 19

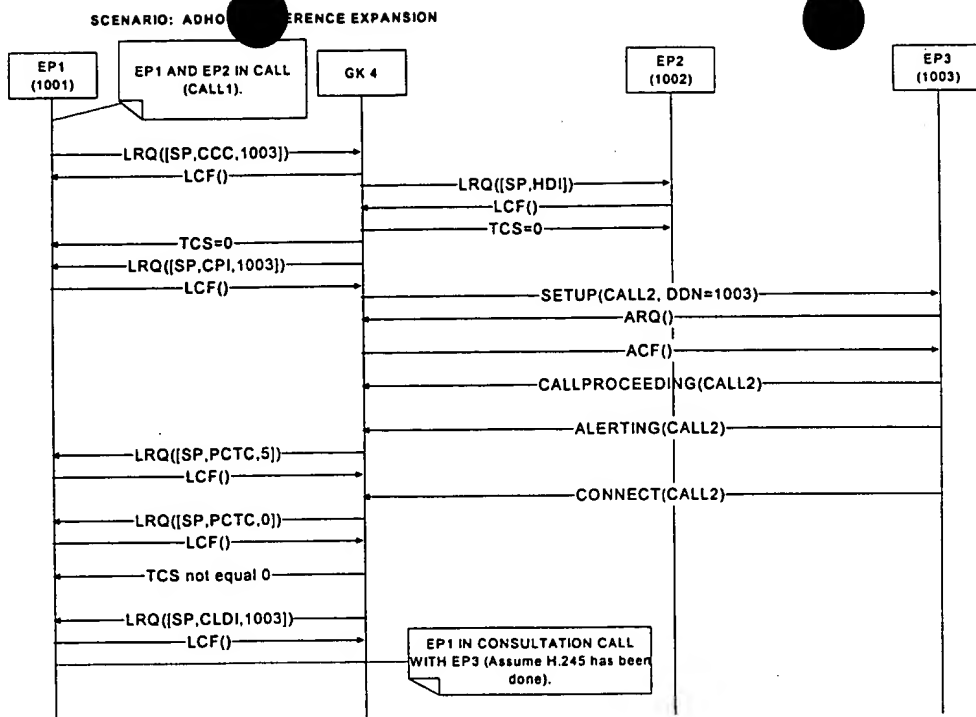


Figure 20

SCENARIO: ADHOC CONFERENCE EXPANSION

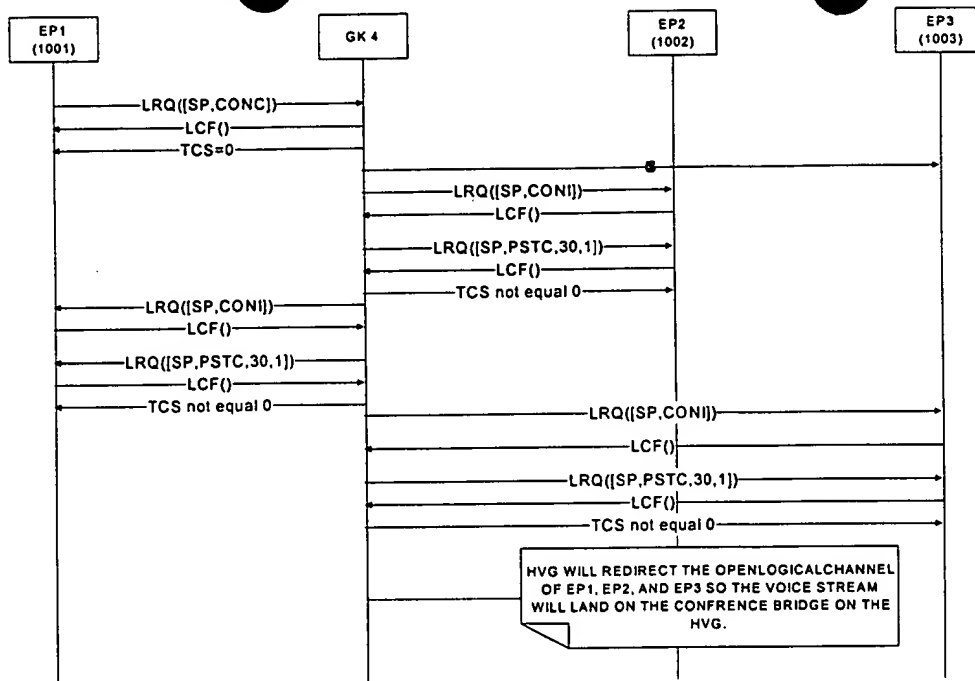


Figure 21

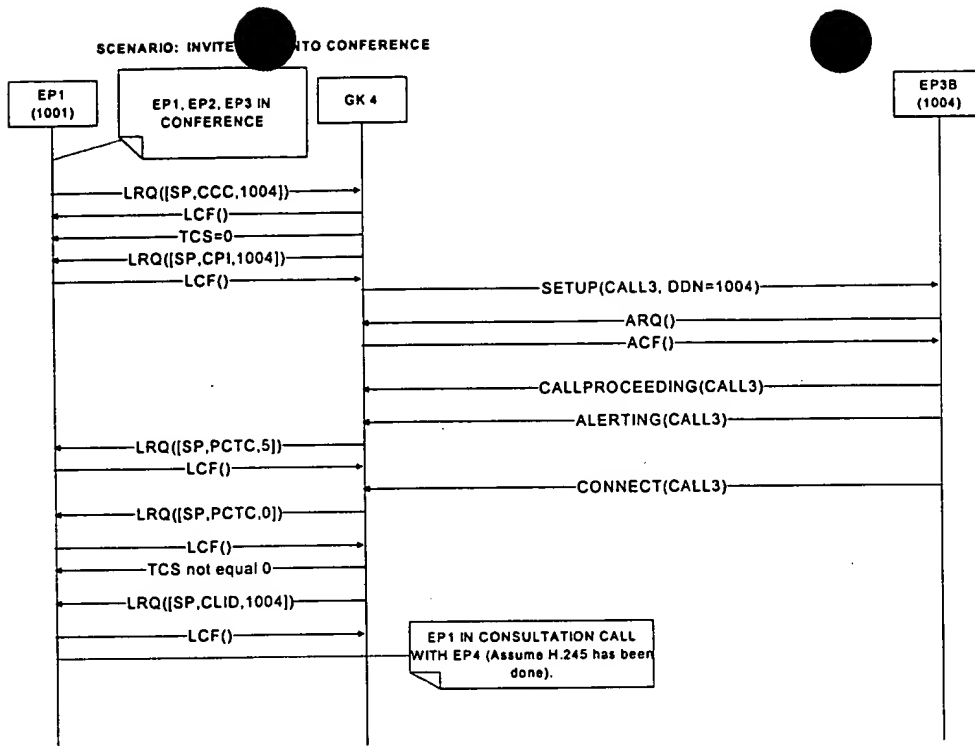


Figure 22

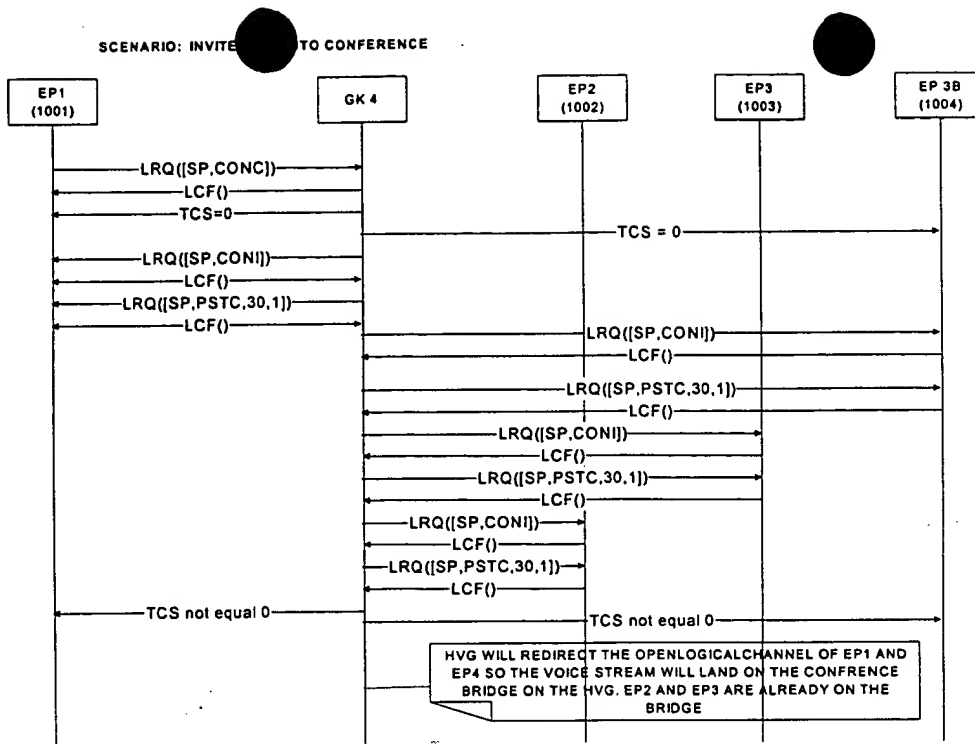


Figure 23

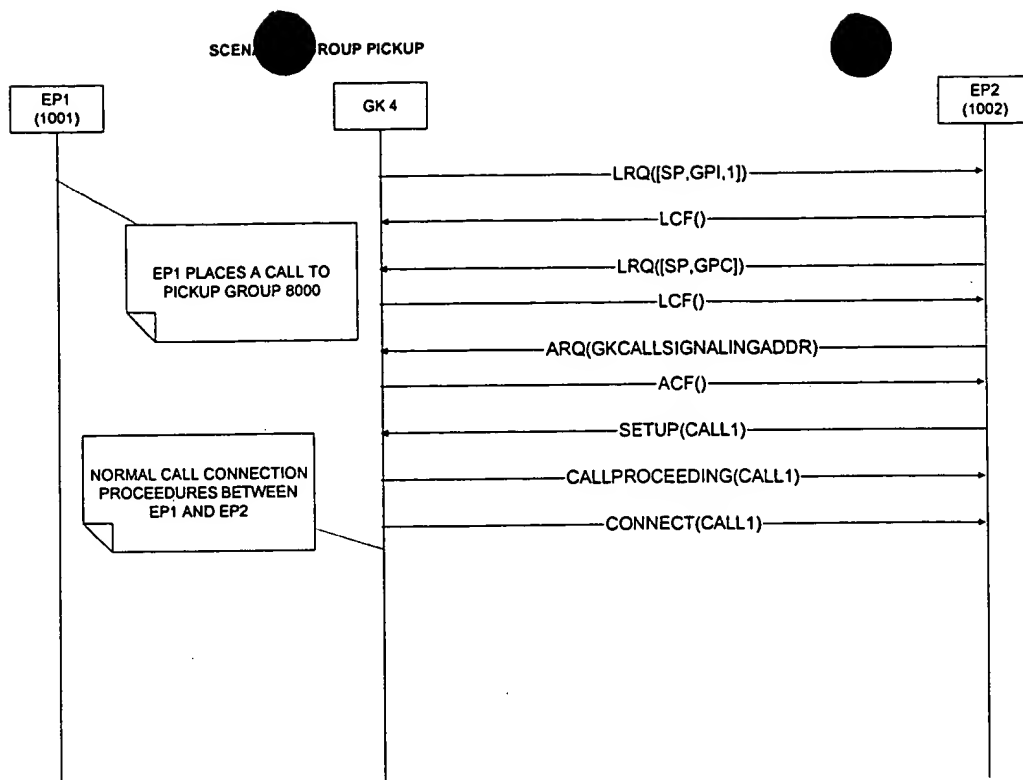


Figure 24

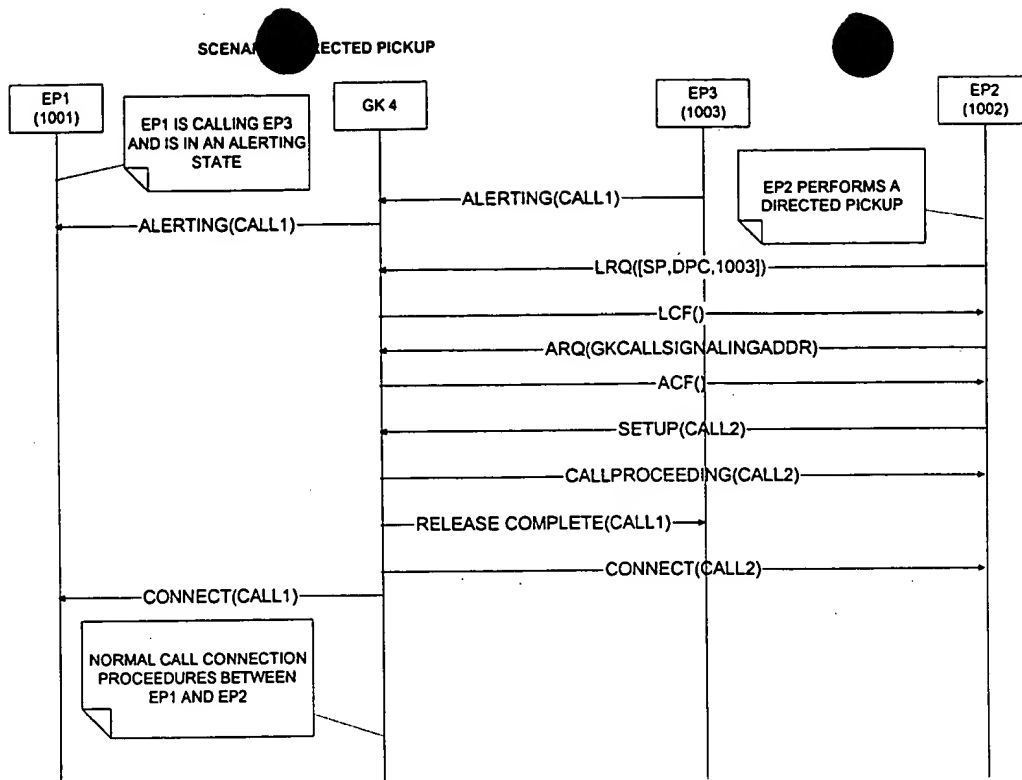


Figure 25

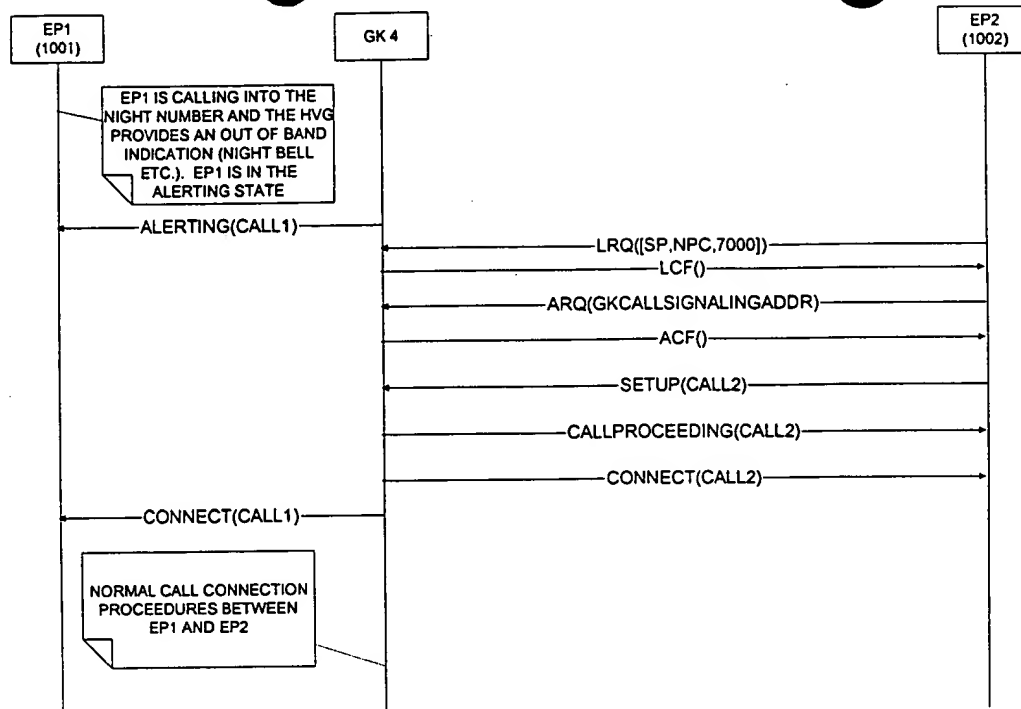


Figure 26

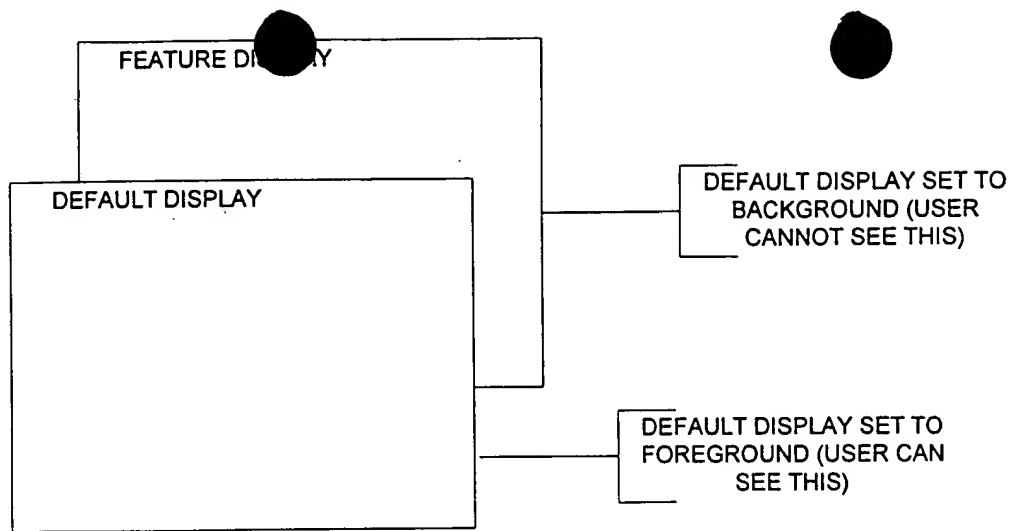


Figure 27

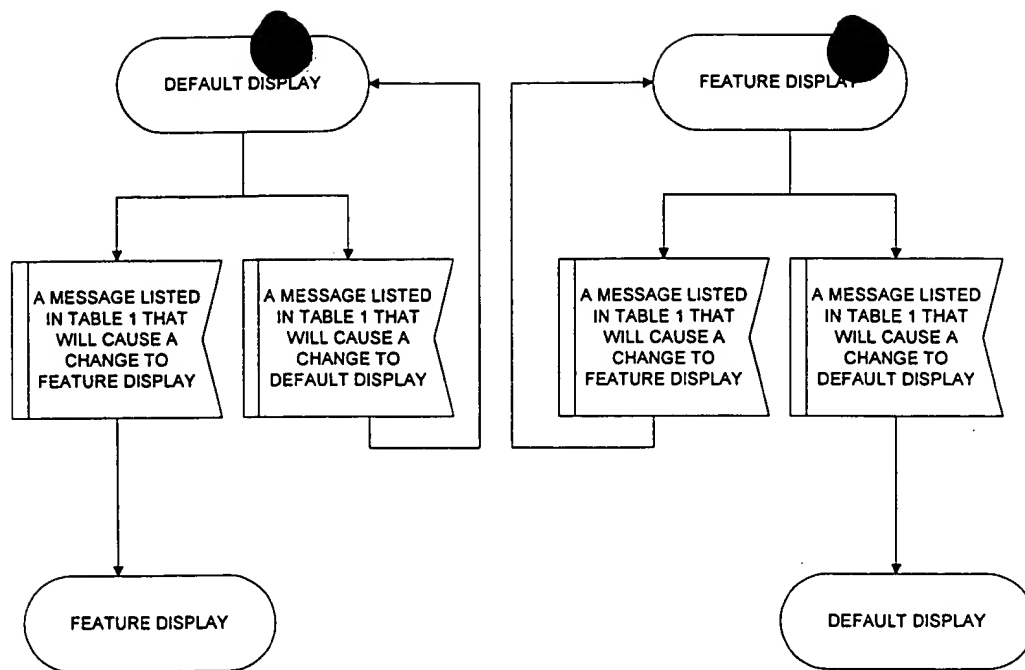


Figure 28

S ENARIO: CALL FORWARDING, BUSY, ALWAYS

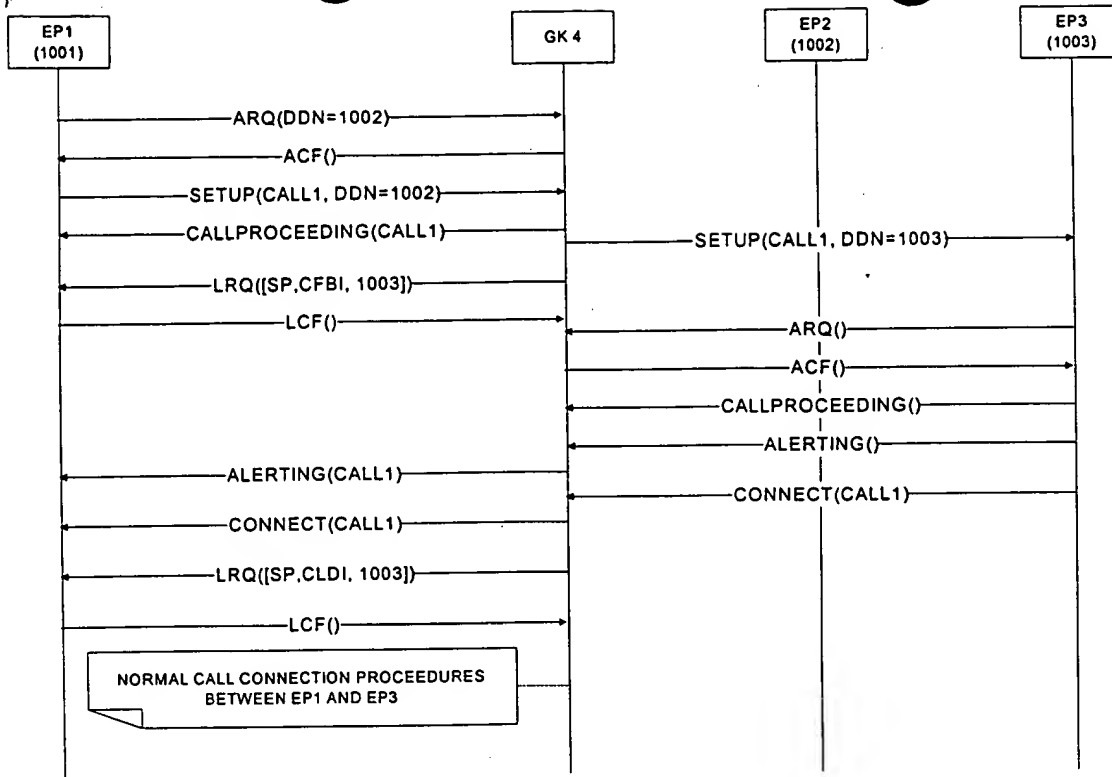


Figure 29

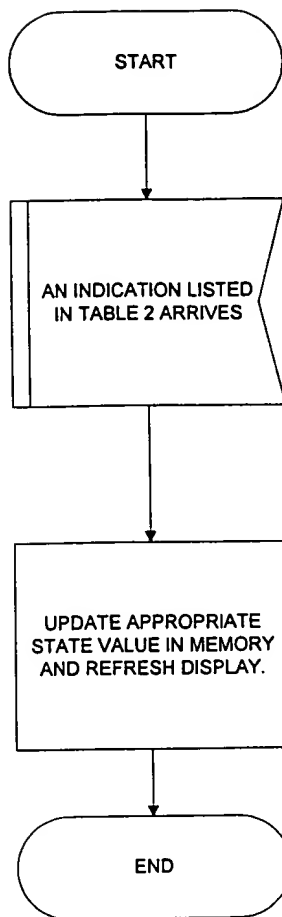


Figure 30